

## Role Profile

<b>Role Title:</b>	Place Officer
<b>Department:</b>	Housing Management
<b>Role Purpose:</b>	To deliver a high quality tenancy & estate management service that meets the needs and aspirations of our customers and contributes towards the wider business objectives and purpose of the organisation.
<b>Reporting to:</b>	Housing Management Team Leader
<b>Responsible for:</b>	Caretaker
<b>Disclosure level:</b>	Standard DBS
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• To deliver proactive and excellent tenancy &amp; estate management services that reduce the risks of harm to residents, damage to our assets and tenancy failure through professional and timely interventions, ensuring adherence to Midland Heart policies and procedures.</li> <li>• To form effective relationships with customers to maximise the duration of their tenancy from sign-up to termination, and to work in partnership with them to shape, develop and continually improve services.</li> <li>• To improve the organisation's local knowledge and influence through networking and development of links with other agencies.</li> <li>• To ensure that customers receive a co-ordinated and comprehensive service; delivering an excellent customer experience and high levels of satisfaction with the service.</li> <li>• To adopt a flexible, co-operative and innovative approach to your areas of responsibility, supporting the work of your team and other colleagues throughout the organisation.</li> <li>• To prevent "avoidable" service demand through the delivery of a pro-active service that identifies and resolves tenancy and estate management problems at the earliest opportunity. To use IT systems to keep accurate and timely records of all actions taken and to produce reports as requested.</li> <li>• To present a positive and professional image of Midland Heart, in line with the organisations values.</li> <li>• To proactively manage a defined "patch" of tenancies and properties, in line with the organisations policies, procedures and professional standards.</li> </ul>
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- To take a proactive approach to prevent and resolve tenancy management issues that present risks of tenancy failure.
- To provide advice, support and encouragement to customers to ensure they maintain their tenancy and comply with tenancy conditions.
- To proactively work with other departments and customers to reduce the risk of damage caused to Midland Heart's assets by customer neglect, accident or malicious act.
- To provide professional and timely interventions to prevent and resolve tenancy breaches before they pose a risk of harm to others, cause damage to our assets or result in tenancy failure.
- To maximise income through the efficient and professional management of the start, continuation, changes and ending of tenancies and through the monitoring and consultation on service charges.
- To work with other colleagues and partners to increase the detection and prevention of tenancy fraud and to recover abandoned properties at the earliest opportunity.
- To ensure timely and accurate records are maintained of tenancy and estate management actions.
- To instigate tenancy enforcement and court action where it is reasonable and proportionate to do so, and work closely with the legal team in ensuring the desired outcomes are achieved.
- Make appropriate referrals to and work in partnership with internal colleagues, statutory agencies and other organisations and stakeholders where necessary to deliver the service objectives.
- To provide a proactive estate management service, including the line management of caretakers and concierge, management of CCTV and monitoring of communal services contracts ensuring our schemes remain places people want to live.
- To attend and/ or lead on meetings such as partnership meetings, ensuring accurate records are kept and actions are delivered.
- Identify the need for, implement and review environmental improvements, local lettings and / or community safety plans for schemes that will improve the sustainability of schemes, by improving the quality service, value for money and customer satisfaction.
- To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health & Safety Policy commensurate with this position.
- Any other duties commensurate with this post.
- This post is not area specific and you will be expected to work in an agile and flexible way, including traveling to different work locations across Midland Heart's operational areas as determined by the needs of the business and / or being flexible

	with working patterns to meet the variable demands of customers.
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Educated to 'A' level standard (or above) and have obtained five GCSE (grade C or above) standard including English, Mathematics and ICT</li> <li>• Evidence of on-going personal and professional development</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Working in a customer service environment and delivering excellent customer experience.</li> <li>• Operational experience of delivering Housing Management services, including the application of housing and other relevant legislation</li> <li>• Personal contributions to service improvement and development of policies and procedures.</li> <li>• Track record of delivering successful business outcomes.</li> <li>• A good working knowledge of housing, anti-social behaviour and other relevant legislation.</li> <li>• A sound knowledge of accepted good practice in service delivery within the social housing and customer service</li> <li>• Ability to monitor and control devolved budgets.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• A high level of written and verbal communication skills, people management and interpersonal skills</li> <li>• Be able to demonstrate excellent problem solving skills</li> <li>• A good team player but the ability to work independently and make difficult and timely decisions.</li> <li>• To be able to analyse and interpret complex information and use it in service improvement</li> <li>• Effective use a wide range of ICT systems and software necessary for the delivery of service and business objectives</li> <li>• Excellent self organisational skills; able to work under pressure, prioritise effectively and meet tight deadlines.</li> <li>• Able to identify and meet the needs of a diverse range of people and understanding safeguarding and equality and diversity issues</li> <li>• Commitment to quality service provision; delivering an excellent customer experience and high levels of customer satisfaction</li> <li>• Resilience and the ability to maintain service delivery through difficult and challenging circumstances.</li> <li>• Innovative and receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions.</li> <li>• Flexible and prepared to work outside normal service operating hours according to the needs of the service.</li> <li>• Ability and willingness to travel. Holds a driving licence and has the use of an insured vehicle for work use, or evidence of the ability to travel throughout the area of operation.</li> </ul>